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R 101422Z MAR 09
FM SECSTATE WASHDC
TO ALL DIPLOMATIC AND CONSULAR POSTS COLLECTIVE
RUEHTRO/AMEMBASSY TRIPOLI 6051

UNCLAS STATE 022253

E.O. 12958: N/A
TAGS: AADP ACOA AMGT AINF ASEC KRIM
SUBJECT: SMART UPDATE - OVERSEAS PILOT POST
DEPLOYMENT STATUS

REF: A) 08 STATE 132223, B) 08 STATE 031117
C) 07 STATE 5962, D) 07 STATE 166357, E) 07 STATE
106047, F) 07 STATE 000228, G) 06STATE 188033, H) 06
STATE 086867, I) 06 STATE 028721, J) 05 STATE 219156,
K)05 STATE 152885,
L) 05 STATE 013048

SUMMARY: This telegram is part of an ongoing series
that provides SMART program updates to the field. SMART
is currently operational on ClassNet at four posts: Ft.
Lauderdale, Tashkent, Muscat, and Djibouti. The SMART
Program Management Office is carefully monitoring user
feedback to fine-tune the product and efficiently manage
the deployment process.

¶1. SMART - State Messaging and Archive Retrieval Toolset
- consolidates cables and e-mail, provides search
capabilities, and enables collaboration. It is a user-
driven system designed to support the conduct of
diplomacy by integrating commercial applications
including Communicator (IM), SharePoint, Office 2007,
and Google search. When fully deployed, it will provide
more targeted messaging as well as greater access to
internal information. SMART will inevitably affect the
way the Department conducts its business, as its culture
of need to know is supplanted by the evolving need to
share.

¶2. SMART was installed in Muscat and Djibouti in
January 2009 to evoke additional user feedback on
functionality and usability. Several adjustments
to the product had been made as a consequence of
the earlier experience in Ft. Lauderdale and
Tashkent.

¶3. Usability issues identified by ClassNet users
in Muscat and Djibouti include procedures for
message classification, nomenclature, search
options, printing, and business processes. These
issues have been addressed in the past few weeks
and solutions are being coded for the next
iteration of SMART.

¶4. Pilot 2 users in Athens and Mexico City, as
well as the four ongoing pilot posts, will
experience the changes when the next round of
pilots is launched - scheduled for late March
through April.

¶5. Pilot 3 - with full functionality on both
OpenNet and ClassNet - will commence in May and
conclude in June. The SMART PMO will continue to
monitor user feedback during Pilot 3 - and will

make any changes that may be necessary to ensure a
positive user experience during worldwide
deployment

¶6.   SMART Deployment Teams will continue to work closely
with pilot advocates to coordinate preparation
requirements, including standardization of desktops.
Details of these requirements, including desktop
software, can be found on the SMART website.

¶7.   The SMART website http://SMART.state.gov has been
recently redesigned to provide additional information
about SMART for advocates, IT specialists, and general
users. In addition, Quick Guides (print and video) are
being updated to reflect changes undertakes as a result
of user feedback.

¶8.   The piloting experience has been
extraordinarily valuable in helping us fulfill our
promise of a user-driven system. Although we have
addressed practically all user-identified issues,
it will not be a surprise if others emerge in the
remaining pilots. We appreciate your patience and
urge your continuing goodwill and candor in
providing feedback.

¶9.   Minimize considered.
CLINTON